



**Healthcare
Training Provider**



Shine by Improving your Healthcare Knowledge & Skills



Osten Healthcare

Osten Healthcare is a specialized training provider based in Ireland, created to provide holistic healthcare trainings and development courses to enhance the knowledge and skills of healthcare professionals, consultants, and other stakeholders in the field.

Whether, online and onsite, Osten Healthcare's course objectives are unique. We use systematic methods in transferring technical and managerial skills to participants and meticulously design our workshops to encompass the multifaceted experience of our consultants and experts.

Our team is made up of international teaching experts, characterized by their practical experience, specialized



knowledge, and skills in designing high-quality courses, that focus on providing participants with a fruitful and tailored learning experience. This would improve

participants' competencies and equip them with valuable practical skills allowing them to thrive in their profession.

Osten healthcare headquarters is in Ireland and has multiple branches located in European and the MENA region. Our aim is to give equal opportunities to people around the world to have access to our specialized educational platform, enhancing global knowledge in the healthcare field.

Osten health care is driven by several principles including uniqueness, reliability, creativity, and integrity. We proudly reflect on these through the quality of our courses and innovation of our services that are designed and developed to solve common problems encountered in today's world.

Osten Healthcare is unique when it comes to the follow-up and personalized support offered after the course completion, ensuring participants are satisfied with their learning outcomes. In fact, our service extends beyond the workshop as our experts are always ready to answer any question or clarification over a zoom call or a cup of coffee!

Our Driving Principles are:

 Uniqueness  Reliability  Creativity  Integrity

Target Audience



- Attending Physicians
- Medical Staff Officers
- Hospital Management Staff
- Pharmacists
- Regulatory Managers, Purchasers and Procurement Managers
- Government Staff Employed in Healthcare Agencies
- Quality/Performance Improvement Coordinators



- Utilization and Case Managers
- Patient Safety and Risk Managers
- Health Information Managers
- Patient Relations Officers
- Infection Control Professionals
- Healthcare Professionals Employed in Health Insurance Agencies
- Survey Coordinators
- Healthcare Consultants



CHARGE NURSE MASTER CLASS

Five days' Onsite or 15 Online Hours Training Course

DESCRIPTION

This course targets experienced registered nurses who are stepping into a charge nurse role or charge nurses /assistant nurse managers that would like to sharpen their skills up and be current. Usually charge nurses are promoted because of their outstanding clinical skills; but to be successful in this role they need some basic skills to lead in today's shifting and dynamic healthcare environment.

This course will cover basics important concepts of leadership and management relevant to novice nurse leaders. It will adopt a competency and skill-based approach that is relevant to the role and supported by systemic review findings.

LEARNING OBJECTIVES

- Build the capacities and skill base essential for novice charge nurse who are stepping (or aspiring) into the role.
- Up skilling the capacities of current charge nurses/ assistant nurse managers to align with latest standard of practice and role expectations.

TOPICS COVERED

This course will cover basics important concepts of leadership and management relevant to novice or aspiring nurse leaders.

The course will cover the following topics: care collaboration, communication, conflict management, decision making, managing staff performance, quality improvement, evidence based practice, and resource management including staffing.



TARGET AUDIENCE

- Experienced registered nurses (proficient or expert as per Patricia Benner's Model) aspiring to be in a nursing leadership role
- Novice Charge Nurses
- Charge Nurses
- Assistant Nurse ManagersAssistant Nurse Managers

PARTICIPANTS EVALUATION

The following methods will be used to deliver the course and engage participants in the learning process:

- Power point presentation
- Mental simulation by case study discussion
- Practice exercises
- Reflective practice exercises





OUTLINE FOR ONLINE COURSE OVER 5 DAYS

DAY 1

6:00 - 9:00

Welcoming and learner Introduction

Stepping into the role of the charge nurse

- Self-management
- Professional and legal competence

Cotemporary leadership theories and styles

- Manage Others
- Cognitive and perceptual competency

DAY 2

6:00 - 9:00

Essentials in Communication and care coordination for successful charge nurses

- Manage Others
- Cognitive and perceptual competency

DAY 3

6:00 - 9:00

Essential personnel management skills for charge nurses

- Manage others
- Clinical Competency
- Competency in Communication



DAY 4

6:00 - 9:00

Basic resource management concepts and skills including basic nurse staffing

- Manage Others
- Cognitive and perceptual competency

DAY 5

6:00 - 9:00

Introduction to quality improvement in healthcare and evidence based care

- Clinical Competency



The Specialists



Dr. Rana Abdel Malak

Dr. Rana Abdel Malak earned her PhD in 2016 from the University of Texas at Tyler, USA. Her research focus is clinical leadership and followership in acute care. She is based in Beirut, Lebanon and comes with a long standing expertise in acute care practice, executive leadership, education, and consulting.

Dr. Abdel Malak is American Board certified as nurse executive advanced level (NEA-BC) and certified as a Global Nurse Consultant (CGNC) by the International Council of Nurses; Fellow in the American Academy of Project Management FAAPM since (2006).

A recipient of many awards namely the Buie Presidential Scholarship for Doctoral Studies and featured as speakers in many national, regional, and international professional conferences. Designated as the first international appraiser with the American Nurse Credentialing Center (ANCC) ; The credentialing arm of the American Nurses Association.

Has extensive operational experience in the implementation of international designations of excellence and accreditation in the region such as Magnet, Planetree Designation, Joint Commission, and ANCC accreditation. She is also actively involved in research projects examining person centered care concepts in nursing including engagement, emotional intelligence, quality of relationships at the point of care, emotional exhaustion during COVID-19, and Bed side intershift report implementation.

Her areas of expertise include organizational change management and excellence, quality and accreditation, leadership and management capacity building, system development, and human resources and workforce management.



Upon Completion of the Charge Nurse Master Class Training Course,
Trainees Will Receive their Certifications, through ARAMEX Worldwide



Contact & Registration

Osten Healthcare

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